

How do I create a Web Ticket?

1. Submitter Information

- In the Personnel Number field, enter your LaGov User Id.
 - Example: P00123456. This field must include - the letter “P” (must be a capital letter) and your 8 digit personnel number (or “H” or “M” and your 8 digit number, is appropriate).
 - If question is related to an ISIS system, also complete the **ISIS User ID** field.
- **ALWAYS** press Enter before proceeding. This will populate Contact information for you, if it exists, thus allowing you to skip the next section.

The screenshot shows the OIS Web Helpdesk form. The 'Submitter Information' section is highlighted with a red box. It contains fields for 'Personnel Number* (or M ID or H ID)' and 'ISIS Userid (ex: Z111Q11)'. A red arrow points from the text 'Enter your 3 digit Agency Number...' to the 'Agency Number' field in the 'Submitter Contact Information' section. Another red arrow points from the text 'Entry of contact information will be required only when you create your 1st ticket...' to the 'First Name*' field in the same section. The 'Ticket Information' section includes 'System*', 'Category', 'Problem Details*', and 'Reference Information'.

Enter your **3** digit Agency Number. Do not enter the beginning '0', i.e., **123** not **0123**.

Entry of contact information will be required only when you create your 1st ticket. After that, only populate these fields if the values have changed.

2. Submitter Contact Information

If this is the 1st ticket you've ever submitted, you must enter your Contact information.

- Agency Number - Enter either your 3 digit **Agency Number** or select **Agency Name** from the drop-down. The corresponding Agency Number will default. Next complete First and Last Name fields, Email Address and the Phone Number where best to reach you.
- If 1st Ticket, select **YES** to the right for the “Would you like to change or update your Web Ticket Contact Information?” field.
- If any of the values that defaulted in are incorrect, delete and re-enter only those fields. Also select **YES** for the “Would you like to change or update your Web Ticket Contact Information?” field.

3. Ticket Information

- Select **System** from the drop-down. Select **Category** (if not automatically displayed).
- Provide a **Problem Description**.
- **Reference Information** - provide the Personnel, Position, Org, Contract #, Purchase Order #, etc. of the record you need help with.

4. Click **SUBMIT**. Click **CLOSE**, if finished.